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Bib Data Sheet

CONFIRMATION NO. 5362

SERIAL NUMBER 09/921,275	FILING DATE 08/01/2001 RULE 1.47	CLASS 709	GROUP ART UNIT 2151	ATTORNEY DOCKET NO. 020366-077710US	
APPLICANTS Richard S. Cerami, Denver, CO; Timothy Figueroa, Aurora, CO; Roxanna Storaasli, Denver, CO;					
** CONTINUING DATA ***** THIS APPLN CLAIMS BENEFIT OF 60/222,791 08/01/2000					
** FOREIGN APPLICATIONS *****					
IF REQUIRED, FOREIGN FILING LICENSE GRANTED ** 09/08/2001					
Foreign Priority claimed <input type="checkbox"/> yes <input type="checkbox"/> no 35 USC 119 (a-d) conditions <input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> Met after Allowance Verified and Acknowledged _____ Examiner's Signature _____ Initials _____		STATE OR COUNTRY CO	SHEETS DRAWING 11	TOTAL CLAIMS 9	INDEPENDENT CLAIMS 2
ADDRESS 20350					
TITLE Proactive service request management and measurement					
FILING FEE RECEIVED 870	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit		